

Clerical and Office Branch
Office Machine Operation Group
Communications Series

EPWU COMMUNICATION DISPATCHER SUPERVISOR

07/00 (LBT)

Summary

Under direction, supervise the activities of a message center and radio dispatching unit.

Typical Duties

Direct transmitting, receiving and recording of radio and telephone calls. Involves: overseeing proper handling and dispatching of routine and emergency calls in accordance with established protocol; receiving radio requests and reports from field units; relaying work assignments and instructions; monitoring locations and activities of field units; determining appropriate personnel or equipment to be dispatched; dispatching repair and service crew personnel; answering citizens' questions and complaints, if necessary forwarding to appropriate personnel; reading maps and relaying street directions and other information to crews; simultaneously coordinating activities of multiple units at scene; operating switchboard and radio; checking radio and recording equipment for proper operation; reporting communication problems and equipment malfunctions and notifying repair personnel; maintaining awareness of policy, procedures and laws; assuring compliance with Federal Communication Commission (FCC) rules and regulations.

Supervise proper logging of radio and telephone calls. Involves: maintaining command and data logs, and related records; documenting calls handled, action taken, and personnel dispatched showing time, situation, material used and time spent; assuring hydrant and street locator guides are properly updated; maintaining records of employees' attendance and work time.

Conduct required training programs in policies and procedures for dispatch personnel. Involves: conferring with higher level staff to identify training needs; peer training; developing training manuals, course outlines and other instructional materials; teaching courses; maintaining related records, such as course attendee lists, continuing education units earned or other participation in employee training; implementing procedures to measure effectiveness of training.

Supervise assigned personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: substituting for subordinates as qualified by carrying out specific functions to maintain continuity of ordinary operations; providing specified support for miscellaneous projects or activities by higher graded personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; participating in special projects such as emergency management drills; preparing and submitting recurring and special status reports; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. plus four (4) years experience in radio and telephone communication, including two (2) years in utilities, public works or similar operational dispatching or call taking; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Considerable knowledge of: City and departmental rules, regulations and procedures pertaining to radio operation and dispatching. Good knowledge of: City geography, landmarks, streets, intersections utility personnel, equipment and their functions and similar resources available for referral and reference; record keeping practices. Some knowledge of: supervisory methods and techniques.

Ability to: react quickly and calmly under stressful conditions to make accurate decisions based on emergency situations and established procedures; operate radio communication equipment; understand and assure compliance with FCC, departmental or other rules and regulations; express oneself clearly and concisely to explain information to the general public and staff over the phone, by radio or in person; establish and maintain effective working relationships with fellow employees and the general public; plan, supervise, train and review the work of assigned personnel; maintain records and prepare reports; type 35 words per minute.

Skill in safe operation and care of radio and telephone communication equipment and related computer equipment.

Special Requirements: Subject to call back during non-working hours and mandatory overtime, work flexible hours, including shift work, weekends and holidays. Must type 35 words per minute.

Physical Effort & Work Environment: Continuous sitting in a restricted area; use of computer, audio and voice communication equipment.

Director of Personnel

Department Head

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